

## Role profile: volunteer shopper/prescription collection

### About this role

It is essential that people who are self-isolating still have access to essential items. These people may be self-isolating due to illness or as a precautionary measure. Realise charity is working with Newcastle under Lyme Borough Council and local community groups to identify vulnerable residents who desperately need this support.

Volunteers in this role will be asked to help with the following tasks:

- Collecting and delivering pre-paid 'Click and Collect' shopping
- Shopping for vulnerable people (using a pre-paid voucher scheme)
- Delivering emergency food packs
- Collecting and delivering prescriptions

### What the role involves

As a volunteer, when dropping off food or prescriptions at a resident's home, you should:

- leave the items on the doorstep
- ring the door-bell, and
- step back at least 2 metres

Once the resident has retrieved their items you should contact Realise to let us know the activity has been completed.

You should not enter the resident's home to help with unpacking, for your own and the resident's safety. If any additional support is required due to mobility issues, then we will notify you in advance and provide clear instructions to keep everyone safe.

This role will not involve you handling any money or having any direct contact with the resident. This is essential to safeguard both you and the resident.

Please only carry out tasks that have been allocated to you by Realise charity Programme Manager. It is important you do not offer any additional support without discussing this with us first. If you are in any doubt please give us a call.

The following PPE will be provided for this role: gloves and hand sanitiser.

### Support available

As a volunteer you will be able to access the following support from Realise charity:

- Telephone and email support at all times during your volunteering
- Reimbursement of any travel expenses incurred whilst volunteering (see Expenses procedure as part of Volunteering policy)
- Access to online guidance on safeguarding and staying safe
- All volunteers will be covered by either Realise charity or our group, **we are aspire**, policies and procedures.

## **Volunteering guidance**

We want to ensure your safety at all times. Please follow our volunteering guidance at all times and contact us if you have any issues at all – we're here to help!